

## **PROGRAM MANAGEMENT**

### **What is Phase I of the Families First Program?**

Phase I is the first step in the move towards the reengineered Personal Property program, to improve the electronic billing and payment process in the current program. The goal of Phase I is to implement PowerTrack and the Central Web Application (CWA) at every Personal Property Shipping Office (PPSO) and commercial Transportation Service Provider (TSP)

PowerTrack is U.S. Bank's web-based, commercial business-to-business payment system that will be used for payment of Transportation Service Provider (TSP) invoices. CWA is a web-based Government system, developed by SDDC, that will be used for reviewing and approving services online, and for costing shipments.

### **Who is required to participate in Phase I?**

All Service and USCG installations, and all volunteer TSPs can participate in Phase I.

### **What is the timeline for implementing Phase I?**

Prior to implementing Phase I at all Service and Coast Guard installations, there was an initial rollout of PowerTrack and CWA that began on March 29, 2004. This initial rollout involves a limited number of Sites and TSPs. SDDC's goal of the Evaluation Period was to thoroughly test and validate processes prior to expansion to additional Sites and TSPs. Exit strategy metrics were used to determine when expansion beyond the EP Sites could begin.

SDDC's goal is to have all PPSO's and TSP's implemented by July 1, 2005.

### **Who are the participating PPSO's?**

Please refer to the SDDC web site for the most up to date information.

[www.sddc.army.mil](http://www.sddc.army.mil)

- Personal Property / POV ( Link at Top Right)
- Programs / Families First (Link at Left side of page)
- Phase I Program Updates
- Participating Shipper Sites

### **Who are the participating TSP's?**

Currently there are over 200 volunteer transportation providers (as of January 2005). As more TSPs agree to participate and meet PowerTrack EDI requirements, they will be added to the list that is maintained by US Bank.

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In addition, please also refer to the SDDC web site for the most up to date TSP list.

**How is a Phase I shipment defined?**

Only shipments that meet the following 3 criteria will be processed through CWA / PowerTrack:

- Origin and Destination must both be participating PPSO in the program
- The selected TSP has volunteered to participate in Phase I
- Meets the Evaluation Period shipment criteria. For example, NTS shipments will not be part of the EP. There is an extensive criteria list for what will and what will not be an EP shipment. TOPS will be loaded with all of the information, so that a PPSO will not have to know the criteria in advance.
  - Note on NTS shipments: Shipments to NTS will not be part of Phase I, however shipments coming out of NTS will be eligible for the Evaluation Period

Any shipment that does not meet these three criteria will be processed through the current program. Therefore, as more PPSO's and TSP's are added the volume through Families First will increase as well.

**Where can I find the reference materials for CWA and PowerTrack?**

General SDDC questions and all Families First reference materials are on the SDDC website at:

<http://www.sddc.army.mil/>

- Click on Personal Property / POV
- Click on Programs / Families First
  - Phase I
  - Phase I Training Documents
  - Phase I Program Updates
  - Frequently Asked Questions

**What elements of the current program will remain the same under Phase I?**

The following elements of the current program will remain the same under Phase I:

- Use of the Military Rate Tender (MRT)
- Move Counseling by PPSO
- Use of TOPS
- TSP Selection and Booking

**What type of shipments will be processed during Phase I?**

Phase I will include all Service and Coast Guard Sites for Codes 1-8, T, and J shipments. With Code 5, T, and J shipments, the portion transported by the TSP will be paid by

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PowerTrack, while the portion transported by AMC/MSC will be paid as it is today in the current Personal Property program.

Any shipment that moves on a BL or PPGBL will be part of Phase I, with the exception of:

- Non-Temporary Storage
- Shipments moved under local contracts (e.g., delivery out of SIT after conversion to customer expense)
- Direct Procurement Method
- Personally Procured Moves
- Special Solicitations (e.g., shipments to Kuwait, Cairo, Thailand, etc.)
- Shipments moved under Privately Owned Vehicle (POV) contracts
- Mobile Home One Time Only's (MOTOs) and Boat One Time Only's (BOTOs) will be included in Phase I, provided qualified MOTO and BOTO TSPs are participating.
- Embassies with TOPS access will be the last installations activated as part of Phase I.

Shipments that are not a part of Phase I will be processed as they are today in the current program.

**Where can I find out more about the new processes for Phase I?**

Detailed information concerning the Phase I processes is available in the Concept of Operations and Business Rules document.

**Are digital certificates required?**

Not right now, but will be for ETA / CWA only. Process and effective date of requirements are on the <https://www.sddc.army.mil> website.

**Can we use our existing digital certificate password for ETA?**

Yes, but you will need a new one for CWA.

Also reference (<https://eta.sddc.army.mil/help.asp#CertFAQ>)

**Do the participating Phase I Carriers have preference over other Carriers?**

No. Carrier selection will be performed under the current program rules.

**How will the shipments that are not included in Phase I be processed?**

All shipments that are not designated to be part of the Evaluation Period will be processed in the same manner as they are processed in the current program.

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**How long will the TSP be required to store the original documentation (619, 619-1, invoices, etc)?**

TSPs are required to hold the hard copy documentation for a minimum of 7 years.

**Will 619s and 619-1's still be available upon request?**

Yes. TSP's will provide 619 and/or 619-1's upon request. Some TSP's will give online access to all documentation, with a user ID and password. TSP's without this capability will fax or mail documentation upon request.

Note: While the member signature is still a requirement, the PPSO office will no longer have to sign the hard copy 619 documentation.

**Will CWA maintain copies of original invoices only or will it be both supplemental and original?**

The TSP will maintain all hard copy documentation. CWA will store the data from original and supplemental invoices.

**What are the advantages of the random sampling of the TSP's records?**

One of the benefits of the Families First program is the elimination of the need for Hard Copy documentation on a regular basis. CWA and PowerTrack will each have reporting capabilities to view historical data.

For any specific Hard Copy needs, the PPSO can request from the TSP as many 619 and/or 619-1 forms as deemed necessary.

**Will the 10% random audit be automatically requested?**

No. The Concept of Operations document (CONOPS) outlines the specific requirements and guidelines for complying with the random sampling procedures, including which invoices to sample and how to keep the log. Business Rules state that the PPSO will sample on a minimum 10% random basis, or more often if deemed necessary.

**What if the TSP goes out of business – how do we (PPSOs) pay the agent?**

Procedures to address bankrupt or otherwise out of business TSP's will be followed the same way as in the current program. The agent will submit a local invoice to the PPSO for services rendered. The invoice will be submitted to DFAS for payment to the agent.

Automated setoff/offset procedures are currently being developed, and will be incorporated into a future version.

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**What is the Certifying Official's (CO) role?**

The CO reviews and certifies the PowerTrack Summary Invoice (PSI) and sends it to DFAS. The CO prints out the Summary Invoice from PowerTrack, and reviews. After certifying, the CO then faxes it to the proper DFAS office for payment. DFAS then pays US Bank.

The Certification Officer must be a government employee, but may be a Local National.

**How will PPSOs and TSPs get access to PowerTrack?**

Participating PPSOs and TSPs will be provided with PowerTrack accounts, and user IDs and passwords consistent with their entry into Phase I. U.S. Bank will administer the user IDs and passwords for PowerTrack access during Phase I.

**What will PPSOs and TSPs need to do in order to use the CWA?**

PPSOs and TSPs will have to be registered Electronic Transportation Acquisition (ETA) users in order to be able to use CWA. ETA provides a single point of access to the SDDC web systems.

If already an ETA user, it will be necessary to add the CWA system to the existing account. If not currently an ETA user, he or she must register for ETA.

Another important item to note is that DoD will require all users of DoD systems to use digital certificates to access systems. This means that DoD personnel will use their Common Access Card (CAC) for ETA logins. In addition, commercial users will have to obtain a digital certificate from an External Certificate Authority vendor. To find out more about ETA and digital certificates, go to <https://eta.sddc.army.mil>.

**Are there any additional requirements that only apply to TSPs for Phase I?**

Yes, there are TSP-specific requirements. Here are the requirements that only apply to TSPs:

- Signing a PowerTrack agreement with U.S. Bank
- Submitting invoice data electronically (EDI 859) or manually (PowerTrack web interface) to PowerTrack, along with the Notice of Service Completion
- Ability to process application advice (EDI 824) from PowerTrack when an invoice is rejected
- Ability to resubmit corrected invoices when the original invoice has been rejected

**Is there more information for TSPs on signing agreements with U.S. Bank?**

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TSPs must have a signed agreement with U.S. Bank prior to handling shipments. Seller Agreement packages will go out in July 2003 to all SDDC-identified TSPs and existing Full Service Moving Project (FSMP) TSPs. TSP agreements and PowerTrack accounts will be required at the time when the TSP begins participating in Phase I, whether that occurs during the Evaluation Period or when the remainder of Phase I is rolled out. The priority on setting up new Seller Agreements will be dependent on the TSP's Phase I entry point.

**Is there more information for TSPs concerning invoice submission to PowerTrack?**

Submitting an EDI invoice electronically will require the following:

- PowerTrack agreement signed and PowerTrack account established
- Three successful invoice transmissions via HTTPS, including returned EDI 997 and EDI 824 processing

Any deviation from these standards will require a signed interface agreement and possibly a contract revision. The EDI 859 Specification is posted under this section of the web site, and will be in Seller packages sent out in July 2003. In addition to electronic submission, there is the option to create an invoice via the PowerTrack user interface.

Creating an invoice manually will require the following:

- PowerTrack agreement signed and PowerTrack account established
- This is a viable option if the TSP is processing low transaction volume

**Will TSPs that had PowerTrack agreements with U.S. Bank under FSMP be able to use the same agreements, or will they have to set up new agreements?**

TSPs that had agreements with U.S. Bank under FSMP will need to sign new agreements with U.S. Bank for Phase I.

**What are the system requirements for Phase I?**

The system requirements for using PowerTrack and CWA are:

- Windows ME, Windows NT 4.0, Windows 2000, or Windows XP (Windows NT 4.0 will only be supported by PowerTrack until 31 December 2003. PowerTrack's support policy is consistent with Microsoft Operating System Support.)
- Pentium 200 MHz, 64 MB RAM (or as required for operating system requirements)
- 30 MB free space on hard drive (used for temporary Internet files)
- Internet connectivity by modem (minimum 56K), DSL or T1 network connection preferred
- Monitor supporting 1024 x 768 resolution, 256 colors
- Laser printer (for printing reports)

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CWA:

- Internet Explorer 5.0 or higher
- Netscape 6.0
- Monitor supporting 800 x 600 resolution, 256 colors

PowerTrack

- Internet Explorer 6.0 (Netscape will not work)
- Service Pack 1 and XML Parser # 4 for IE 6.0
- Monitor supporting 800 x 600 resolution, 256 colors

**How will overflows be handled under Phase I?**

Overflows will be handled the same way it is today. An overflow shipment will be billed as a supplemental invoice to the original BoL.

**What happens when a PPSO goes live in Phase I of Families First?**

In order for a site to be brought into the Families First program, the TOPS reference tables are first updated so that the GBLOC is a Phase I participant as of a pre-determined date.

As noted in the Families First Overview training session, transportation volume is being “phased” into this program. This means that once a site goes live some volume will be processed in the same manner as today in the current program, and some volume will be processed through PowerTrack/CWA.

Also as noted in the overview training session, three criteria must be met in order to be a Families First shipment:

- 1) Origin and Destination GBLOC must both be participants
- 2) The Transportation Service Provider must be participating in this program
- 3) Shipment must meet the pre-determined criteria. For example, Code T and J are part of this program, but NTS and DPM moves will be billed through the current program until those modes have been added.

As shipments are booked, TOPS will identify the shipments (using the above 3 criteria) that will be billed as part of the current program, and those that will be Families First shipments. If a Phase I shipment is booked, the “Bill To” field on the GBL will read “US\_Bank\_PowerTrack”.

In the first several weeks after going live, the PPSO should be monitoring CWA to check for shipments have been booked through Families First. Then, the PPSO should work the pre-approvals in CWA. Once the TSP has submitted its invoice to PowerTrack, the PPSO should begin addressing the accessorial line items in CWA, as directed in the respective training sessions

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Volume in Phase I will increase as PPSO's and TSP's continue to be added. In the mean time, participating PPSO's must continue to work both current program transactions and Families First transactions, until all PPSO's and TSP's are on board.

**Summary:**

When a site goes live:

- the PPSO becomes eligible to receive Phase I shipments;
- it is NOT true that all invoices will be processed through PowerTrack/CWA as of the go-live date;
- transactions continue to be processed through the current program, unless the specific Families First criteria have been met, as noted above;
- it may be several weeks until a Families First shipment has been booked, picked up, moved, and then invoiced by the TSP
- PPSO should be monitoring CWA for booked shipment data, until the first pre-approval requests and subsequent invoices arrive